

An Analysis of Employees' Emotion and Communication at UPT SDA V Tangerang District Banten Indonesia

Enawar

Faculty of Education and Teachers Training University of Muhammadiyah Tangerang

email: enawar@gmail.com

Abdurrosyid

Language Centre University of Muhammadiyah Tangerang

email: aabdurrosyid@gmail.com

Muhamad Nabawi

Postgraduate Program University of Muhammadiyah Tangerang

email: bawigtn@gmail.com

Abstract

Emotion and communication are two issues that are very individual and private as in the work environment, each employee has different emotion control and communication skills. Many factors that can determine both such as type and workload of employees in at office and at field. This research is intended to find out the differences of emotion types and communication modes between office employees and field employees at UPT SDA V Tangerang District. The method used in this research is a qualitative method; the research data can be obtained thorough surveys distributed to all employees in UPT SDA V. The results state that there is no difference of the type of emotion and communication modes between office employees and field employees, the initial assumption that office employees are more able to control their emotions than field employees is not proven, as well as the communication skills of office employees assumed to be better than those of field employees is also not justified.

Keywords: *Employee; Emotion; Communication.*

A. Introduction

Unit Pelaksana Teknis (UPT) Sumber Daya Air (SDA) Wilayah V or Technical Implementation Unit of Water Resources Region V is the branch of Regional Road and Water Resources Office at Tangerang District Banten Province. This institution has the main duty to perform maintenance of irrigation networks located at northwest area in Cisadane watershed, which consists of sub-districts; Sepatan, Sepatan Timur, Sukadiri, and Mauk. To carry out its tasks, UPT SDA V is supported by office employees and field employees, who have different types of emotion and communication skills. These differences result from several factors such as workload, employees' education and emotional quotient.

Emotion and communication are very pivotal personal characteristics. Some theories about emotion and communication are proposed by some experts. on emotion, Robbins & Judge (2015,

p. 23) argue that emotion is “intense feelings that are directed at someone or something”. While Ochsner, Silvers & Buhle (2014) state that emotion as the weather of human life. Every individual has a basic emotion, some psychologists or philosophers classify basic emotions into scales: happiness, surprise, fear, sadness, anger and disgust (Robbins & Judge, 2015). As social beings, humans need communication with each other, Robbins & Judge (2015) interpret the meaning of communication process as “the steps between a source and a receiver that result in the transfer and understanding of meaning” (p. 25). Likewise Rahman (2010) claims that “communication is an exchange of meaning and understanding” (p.2). There are several modes of communication that a person does, at least there are three modes of communication usually done by a person are written communication, oral communication and nonverbal communication (Robbins & Judge, 2015).

This research is based on the assumptions that office workers have more controlled emotions and better communication than field workers. In other words, field workers have more uncontrolled emotions and poorer communication than office workers.

The reason for doing this study is because both emotion and communication are influential elements in an institution that is sometimes ignored by the subject of the institution. UPT SDA V with two different types of workers, office workers and field workers, surely are assumed to have differences about emotion and communication of the employees that have to be identified.

While the objectives of this research are to find out the types of emotions and communication modes of office workers and field workers at UPT SDA V and intended to compare the types of emotions and communication modes of office workers and field workers at UPT SDA V.

B. Literature Review

Regarding emotion, it must be related to mood and affect. Emotion is about intense feeling and expressive behavior which can change like the weather (Robbins & Judge, 2015; Kreibig, 2010). According to Robbins & Judge (2015), emotion is about human intense feeling at someone or something. In addition, Kreibig (2010) adds that it is not only about feeling but also how to express that feeling too. While Ochsner, Silvers & Buhle (2014) suggest that emotion is the weather of human life. Consequently, emotion is strong feeling that human being has and their behavior to express that feeling which can shift like the weather according to their physiological conditions.

Emotion as a physiological state can be managed, the management of emotion is usually called emotion regulation. Emotion regulation is making strategies to manage emotions and to find a way out from uncontrollable situations (Ochsner, Silvers & Buhle, 2014; Gross, 2013; Berking & Wupperman, 2012). Ochsner, Silvers & Buhle (2014) agree that emotion regulation is about cultivating the helpful emotions and managing the harmful emotions. While Gross (2013) reveals that emotion regulation is a process to find a way out from uncontrollable and unfavorable situations while Berking & Wupperman (2012) point out that emotion regulation is making

strategies for changing the trait, measurement, and length of time for the response of emotion. In short, emotional regulation is managing emotions by strategies and approaches to identify solutions out of uncontrollable and non-conductive situations. The emotion analysis in this study will be discussed from the scales of basic emotion that are happiness, fear, sadness and anger.

Communication is the process to transfer and exchange of meaning and understanding with some purposes (Robbins & Judge, 2015; Rahman, 2010; Suter, Arndt, Arthur, Parboosingh, Taylor, Deutschlander, 2009). Robbins & Judge (2015) that communication is a steps for transfer and understanding the meaning. Rahman (2010) shows that communication is about exchange of understanding and meaning. A communication includes some purposes and strategies (Suter, Arndt, Arthur, Parboosingh, Taylor, Deutschlander, 2009). In other words, communication is the way or process to transfer and exchange the understanding and meaning includings some purposes and strategies.

The modes of communication that human have to master are oral and written (Chan, 2011; Lenhart, Arafah, Smith & Macgill, 2008; Kellog, 2008). According to Chan (2011), written and oral communication are the critical abilities that people have to own. Lenhart, Arafah, Smith & Macgill (2008) exhibit that writing is an essential skill that influence the success in life. Kellog (2008) shows that mastering writing skill not as easy as speaking skill at oral communication. As a result, both written and oral communication modes are the critical and essential skills that people have to master for achieving certain success in life.

C. Method

The method used in this research is qualitative method that is directly researching the employees' emotion and communication of UPT SDA V Tangerang District and presenting it into descriptive format as research result report.

The data in this research are obtained from survey to all employees at the UPT SDA V. The survey results are analyzed based on each individual circumstances categorized into two groups of employees: office employees and field employees. The results of the analysis will be compared with previous existing theories derived from book and journal sources. The population of employees to be surveyed is all personnel of UPT SDA V, totalling 30 persons. The research also uses open guided questions so that the respondents can provide answers in relation to their emotional assessment.

D. Results & Discussion

The employees' data of UPT PSDA V is presented in the following table:

No.	Description	
Category :		
1	Office workers	8 Persons
2	Field workers	22 Persons
Sex :		
1	Male	27 Persons
2	Female	3 Persons
Education :		
1	Primary school	8 Persons
2	Junior high school	7 Persons
3	Senior high school	10 Persons
4	Diploma	-
5	Bachelor degree	5 Persons
Age :		
1	21 - 30	5 Persons
2	31 - 40	5 Persons
3	41 - 50	8 Persons
4	51 - 60	10 Persons
5	61 - 70	2 Persons

Firstly, the analysis of emotion starts from the scales of basic emotion measured in this research are happiness, fear, sadness and anger. For the first scale is happiness, the scale happiness of someone is highly complex to be measured, many indicators needed to be considered to measure someone happiness, this research does not emphasize on this happiness, therefore there are not many questions that lead to this basic scale of emotion. The result of employees' happiness study can be seen from the answer of survey questions that 60% of employees who claim themselves as patient persons and always grateful and run their life according to fate from God, it becomes one of the reference that the employees feel comfortable in conducting the life which is one indicator of someone's happiness.

The second scale is fear. From the results of the research, it is found that overall there are 70% of employees express fear if committing mistakes. If differentiated by category, the office employees

who express fear are 62.5%, while for field employees reach 76.2%. And if employees are faced with a failure, 43.3% of employees answer frustrated. If sorted by employees' category, 12.5% of office employees and 54.5% of field employees, frustration does not directly describe a person's fear, but indirectly can measure the reflection of a person's fear in facing the reality of life. A fear is not always synonymous with negative thing, indeed everyone should be ready and dare to face all the circumstances in her/his life, but in the case of facing mistakes, sometimes a person needs a fear, especially if associated with mistakes in religion rules, the fear is purely as a reminder of someone not to repeat committing mistakes in the future.

The next basic emotional scale is sadness, some questions are asked to employees to measure employee's sadness. As a result can be described from the employee's answer when asked what their reaction when they hit by a disaster or a misfortune, 56.7% answer sadly and choose to be alone. If distinguished by employees' category 37.5% of office employees express sadness, while from field employees reach 63.5%. In case when making a mistake only 16.7% of employees who feel sad. In terms of expression of disappointment when their work is not appreciated by others, 80% of employees express disappointment, and if differentiated by employees' category, 75% of office employees express disappointment, while from field employees reach 81.8%, although in terms of expression of disappointment is not always equal to sadness, but some people will express his disappointment with grief.

The last emotion scale measured is anger, this anger being the primary basic scale in this research, because this research is intended to know whether the different workload between office employees with field employees will produce negative emotions that are different between categories of employees, as the representative of negative emotion measured is anger, so many questions are given to lead to the measurement of employee's angry expression. When employees are asked what they feel when others criticize them, it is only two persons or 6.7% of employees who answer angry, one person from office employee and another person is field employee, and when asked what they do when other people vilify them in public, only one person or 3.3% who replies angry and that is from office employees, even when employees are faced with a problem or a misfortune no one expresses on it with anger. When the employees are confronted with the faults of others, only two employees and both of them from field employees who answer their willing to scold the person, but when seeing other people disputed, there are four employees claim to scold the person, which is one people from office employee and three persons from field employees, and when asked whether employees express their anger with inappropriate speech, six employees or 20% who express yes, if by employees' category, 25% of office employees and 18.2% of field employees.

From the four basic scales of emotions measured, it indicates that there is almost no difference between office workers and field employees in terms of emotion, the initial assumption of research that states that office employees have better control of emotions than field employees is not proven as the employees of UPT SDA V show a stable trend. The field work pressure factor is considered to make field employees have negative emotions such as greater anger is not justified, most

employees of both office employees and field employees claimed to be patient, and only less than 10% stated grumpy, even the fact that more office employees express their anger with unworthy words.

Secondly, communication modes studied in this research are communication mode through written and oral, because these two modes of communication are often used by the employees.

To communicate through writing required a good literacy, from all of employees, 93.3% state to have a reliable mastery in reading and writing, if it is appropriate with the fact that employees' category 100% of office employees and 91% of field employees, only one employee who confesses to have poor mastery in reading and writing that is strongly influenced by the age of the employee who is 65 years old and the education of employee who only completes elementary school level. In terms of communication mode through writing, only one person from all employees who says preferring communication mode through writing than speaking.

The most communication mode widely used is oral communication, it is because communication through oral is more quickly understood, and between two people who communicate can convey their intent directly to the interlocutor, and it can be done even without intermediaries or other communication tools. It stands oppositely with communication through writing that must requires the use of one of writing intermediaries to convey purposes which sometimes take extra time for the addressee of her/his communication to understand her/his meaning. Similarly with personnel of UPT SDA V, although 60% of employees favor communication with writing than oral, however there are 10 employees or 33.3% who claim to prefer oral mode communication.

In terms of ability to communicate, as many as 86.7% of employees state to be able to communicate well, if separated by the category of employees 75% of office employees and 91% of field employees. If employees faced with communication in public places such as when expressing public opinion, 56.7% of employees say that it is easy to speak in forums, and if based on employees category, 12.5% of office employees and 72.7% of field employees, nevertheless they feel that they are capable of performing public speaking, the fact is that 76.7% of employees said they like listening rather than speaking publicly, which means that only 23.3% of employees argue that they like to speak in forums.

When communicating, a person usually chooses a friend who is comfortable to be invited to communicate or to discuss, in this case UPT SDA V employees prefer to discuss with their family members that is 36.7%, followed by discussion with their friends that is 33.3% and then discussion with all people that is 26.7%. In terms of job matters, employees prefer to discuss and communicate with their colleagues, 80% of employees show this trend while only 6.7% claim that they prefer to discuss job issues with their superiors, while 13.3% state that they prefer to discuss work with their family members.

From two modes of communications both writing and oral communication, obviously, the staff of UPT SDA V have good communication skills, both oral and writing communication. It turns out that differences in communication skills of office and field employees are not significant, the initial assumption of the research that office employees better in terms of communicating than field employees was not proven, even when faced with the ability to speak in the forum there are more field employees than office employees who claim to be able to communicate and convey opinion in the forum that reach 72.7% of field employees. With the current technological development of long distance communication devices, the more widely used by UPT SDA V employees are mobile phones that are used by 86.7% of employees, while only 6.7% are still using conventional communication tools such as letters.

E. Conclusion

Based on the results obtained from the four basic emotion scales previously examined, it can be suggested that the emotion of UPT SDA V employees is in a good state. From the happiness basic emotion, 60% of employees express happiness, although the results of research on happiness is only based on some indicators of happiness. From the fear basic emotion, 70% of employees express fear of mistakes, fear is not always identical with negative things, there are times when fear is needed, especially when associated with religious rules, it is solely for self-improvement in order not to commit mistakes again in the next time. From the sadness basic emotion, 56.7% employees said sad when hit by disaster, it is reasonable and does not lead to negative emotion, because each person is entitled to express his/her mood when in a state of depressed either with sadness or without it. The last and most important basic emotional scale in this study is anger, because anger can be one of the negative emotions measured from a person, only 6.7% of employees are temperamental, it means 93.7% of other employees claim that they are not hotheaded or they consider themselves patient. The initial assumption that office employees have a better emotion control than field employees is not proven in the research of employees in UPT SDA V Tangerang District.

Based on the results on communication modes used by employees in UPT SDA V can be concluded that 93.3% of employees declare to have a good literacy, but it does not necessarily mean that the employees like communication by using writing. Oral communication is preferred by employees because of its practicality in conveying messages to the other persons, although 86.7% of employees claim to communicate well, but not then they like to speak in public, because in fact they prefer to listen instead of speaking in forums. With the development of the communication technology, the long distance communication devices preferred by employees i.e. using mobile phones than using conventional tools such as letters. The initial assumption of this research that states that office employees have better communication skills is not verifiedly true, even from the side of the public speaking skills, more field employees than office employees who claim to be able communicate appropriately in the public sphere.

The results of this research indeed depend on the honesty of respondents, all results that are delivered is the respondents' actual answer. In this research, although there are four basic scales of emotion measured but more emphasis on the basic scale of anger that becomes the benchmark of one's emotion regulation, in the future the other basic scales of emotion can be examined more deeply on employees, such as happiness and sadness and their effect on the performance of employees which is not analyzed in this research. Communication modes analyzed in this reaserch are only communication modes with writing and oral, next it can be developed through research on other communication modes such as non-verbal communication on the work environment. Also, causal factors that affect the employees' emotion state and communication skills are not analyzed, so, it can be a consideration for subsequent studies.

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